



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Madison River Communications, LLC
CenturyLink MRC
Gallatin River Integrated Communications Solutions

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.26	3.30	3.46	3.34
B. Operator Answer Time - Information [730.510(a)(1)]	5.06	5.17	5.52	5.25
C. Repair Office Answer Time [730.510(b)(1)]	6.00	8.00	15.00	9.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	32.00	14.00	58.00	34.67
E. Percent of Service Installations [730.540(a)]	99.90%	99.69%	97.22%	98.93%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	99.30%	100.00%	100.00%	99.77%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.03	1.14	1.06	1.08
H. Percent Repeat Trouble Reports [730.545(c)]	9.05%	7.94%	7.91%	8.30%
I. Percent of Installation Trouble Reports [730.545(f)]	4.45%	3.39%	5.51%	4.45%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments

Because of Gallatin's conversion from one billing system to another in December '05, the December % of Service Installations is unusually low. Gallatin is working to address this issue.



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